

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of:  
Karl-Heinz Pitsch

Confirmation No.: 3076

Application No.: 10/647,980

Group Art Unit: 3267

Filed: August 26, 2003

Examiner: Paul Danneman

For: CLIENT RELATIONSHIP MANAGEMENT  
AND PRODUCT DISTRIBUTION  
SYSTEM AND METHOD

**AMENDMENT UNDER 37 C.F.R. § 1.116**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

This is in response to the Final Office Action dated June 11, 2008.

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Amendments to the Drawings** begin on page 15 of this paper and include attached replacement sheets.

**Remarks/Arguments** begin on page 16 of this paper.